

From: George Morino/=TMS/Toyota. Sent:9/20/2007 10:27 PM.
To: [-] Toru Nagata/=TMS/Toyota@Toyota;Katsumi Aoki/=TMS/Toyota@Toyota;kaoru_yamamoto@toyota.com.
Cc: [-] David_Stovall@toyota.com;Wayne_Hutchinson@toyota.com;raul_guzman@toyota.com.
Bcc: [-] .
Subject: Fw: Update 09-20-07.

FYI...

George Morino
National Manager
Quality Compliance Department
Product Quality and Service Support
Toyota Motor Sales, U.S.A., Inc.
Tel. 310-468-3392
Fax 310-468-3399

NOTICE: This email message and all attachments transmitted with it are intended solely for the use of the addressee and may contain legally privileged and confidential information. If the reader of this message is not the intended recipient, or an employee or agent responsible for delivering this message to the intended recipient, you are hereby notified that any dissemination, distribution, copying, or other use of this message or its attachments is strictly prohibited.

If you have received this message in error, please notify the sender immediately by email reply and please delete this message from your computer. Thank you.

----- Forwarded by George Morino/TMS/Toyota on 09/20/2007 10:26 PM -----

George Morino/TMS/Toyota
09/20/2007 10:21 PM
To jane_beseda@toyota.com, dave_zellers@toyota.com
cc Mark_kubota@toyota.com, Richard_Jung@toyota.com
Subject Update 09-20-07

Good evening Jane and DZ:

Please find below a status update (09/20) on the potential ES 350 and Camry project:

Defect Information Report (DIR)
The DIR target date is still Wednesday, Sept. 26th.
Compliance and TMS Legal reviewed the DRAFT DIR and provided comments to TMC.
There seems to be a discrepancy in the number of mats affected (sold to dealers, distributors, other countries, etc.).
TMC CQE is working through TMC-CADD to determine the correct quantity from TMS-CAD.

Owner Letter/Q&A
Minor changes continue to be made on the Owner Letter. Please find the most current DRAFT letters attached below for your reference.
The Owner Letters have been approved by TMS Legal and TMC CQE.

The DRAFT Q&A is currently being reviewed by TMC following additional minor changes (including input from TMS Corporate Communications and TMS Legal). [The number of vehicles and the number of AWFM are still being finalized]

Region and Dealer Communication (Lexus will use our Dealer Notice as their base document to create a Lexus version)
TMC has provided the Operation Codes for the SSC ahead of schedule. Compliance has requested TMS Warranty to setup the operation codes.
The DRAFT Region and Dealership SSC communication has been sent to TMC for approval. [The number of vehicles and the number of AWFM are still being finalized]
A meeting with Nancy Fein in Lexus was conducted at 9:00 am this morning. Nancy was brought up to speed on the

Launch Timing and provided a copy of the DRAFT Owner Letter and Q&A.
Compliance staff met with Lexus staff at 10:00 am so they may begin creating the Lexus version of the Region/Dealer notice.

Corporate Communications

We met with the Corporate Communications staff today at 11:00. We provided a copy of the DRAFT Press Release and Q&A for their review and input. Their input (including Mike Michels, according to his staff) was sent to TMC for approval.

The Corporate Communications staff was also briefed on the Launch Timing

Launch Timing

Although we are still missing important information from TMC and CAD, we are planning on the following tentative external communication schedule.

Wednesday, Sept. 26, 2007

TMA to file with N_TSA on 09/26/07, around 9:00 am Pacific Time.

Electronic communication to Region Offices from Compliance at 9:00 am Pacific Time. (We have requested Lexus to do the same).

Dealer Daily notification to Dealerships at 12:00 noon.

Limited Press Release (Corporate Communications will e-mail a copy of the Press Release to select media) at 1:00 pm.

Hardcopies of the Region/PD (and Area notice by Lexus) to be sent by Overnight Mail for delivery on 09/27/07.

Hardcopies of the Dealership Letters (three copies, one to Dealer Principal, Service Manager and Parts Manager) will be sent by Overnight Mail for delivery on 09/27/07.

Thursday, Oct. 4, 2007

Owner Letters are schedule to begin mailing on 10/04/07. Due to the possible media coverage, we are planning to mail the owner letters in a one to three day window (depending upon print production limitations due to the tight schedule).

We hope this information is helpful and we will continue to keep you briefed on our progress.

George Morino
National Manager
Quality Compliance Department
Product Quality and Service Support
Toyota Motor Sales, U.S.A., Inc.
Tel. 310-468-3392
Fax 310-468-3399

NOTICE: This email message and all attachments transmitted with it are intended solely for the use of the addressee and may contain legally privileged and confidential information. If the reader of this message is not the intended recipient, or an employee or agent responsible for delivering this message to the intended recipient, you are hereby notified that any dissemination, distribution, copying, or other use of this message or its attachments is strictly prohibited.

If you have received this message in error, please notify the sender immediately by email reply and please delete this message from your computer. Thank you.